Settlement opportunities for newcomers in Labrador West: What are the gaps in services?

Final report produced

by

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EXECUTIVE SUMMARY

The Project
One of the main purposes of this research project was to learn which organizations, if any, are assisting newcomers and temporary foreign workers in Labrador West and to learn how newcomers and temporary foreign workers are coping with their settlement.

Research Questions and Methods
The research was guided by three primary research questions: What are the settlement experiences of newcomers and temporary foreign workers to Labrador West? What organizations are currently assisting with the settlement and integration of newcomers and temporary foreign workers into the region and how are they assisting? What additional services would aid in newcomer and temporary foreign worker settlement and integration into the region? Participants for the research were recruited using purposive and snowball sampling techniques. The research was conducted using a primarily qualitative methods approach to data collection, which was achieved using an online survey instrument of 20 questions and in-depth semi-structured interviews consisting of 7 questions. Semi-structured interviews were conducted with 12 participants as follows: five individuals, two focus groups, one consisting of three and another of four individuals. Ten individuals accessed the survey and four completed the survey. All participants in this study were Filipino; both temporary foreign workers and permanent residents.

Key Findings
Five themes emerged of particular importance in the exploration of the settlement experiences of newcomers and temporary foreign workers in this area of the province: the centrality of employment in their lives (and the related challenges), positive impressions they have of Labrador West and Labradorians, the many challenges they face in their settlement (such as English proficiency issues, problems at work, and paperwork issues), the sacrifices they have made for their families and the Canadian permanent residency that they hope the sacrifices will provide, and the vulnerability that temporary foreign workers in particular face.

Participants reported that there was very little organizational support for the challenges they face. The majority of the support they receive is tangible and informational support from within the Filipino community in Labrador West; There are many topic areas in which newcomers and temporary foreign workers in Labrador West have no support and participants spoke of an interest in having advisors, consultants and/or multicultural organisations that would help them with various issues.

Recommendations

Short Term
- That the Labour Relations Agency develop a relationship with newcomers and temporary foreign workers in Labrador West, in order to foster trust and to explore tangible ways that the Agency might help ensure that all workers understand their rights and feel comfortable seeking advice and support.
- That there be an exploration of how communication can be improved between the Office of Immigration and Multiculturalism’s Provincial Nominee Program (PNP) and PNP applicants so that their questions may be answered in a timely fashion.

- That Service Newfoundland and Labrador reach out to the newcomer and temporary foreign worker population in Labrador West to explore how they might better educate the community on tenancy and employment rights. A representative of Service NL should travel to Labrador West to learn about the local issues and present and discuss the province’s residential tenancies regulations.

- That organizations in Labrador West that are already assisting newcomers and temporary foreign workers (such as churches and the Filipino Association) be provided capacity to formalize work that is already being done. This should be done with the recognition that partnerships across organizations and cultures can reach a broader audience, and that there is strength in building on the knowledge, networks, and experiences of both those that are new and those that are established in the community.

**Longer Term**

- That community sessions be organized in Labrador West to explore the experience of employers who hired TFWs and the workers themselves. This discussion could help start an open dialogue on the benefits and challenges of this kind of employment arrangement. It could also serve as an important educative tool for the broader public whose knowledge of both the employer and temporary foreign worker’s experience may be minimal.

- That the Department of Advanced Education and Skills explore a mandate for an expansion of the provision of funding, so that services for immigrants and temporary foreign workers can be provided by local organizations in communities such as those in Labrador West.
INTRODUCTION

Project Background
In March 2013, Memorial University’s Harris Centre held a community workshop in Labrador West. Many different topics were discussed during the workshop. One of the discussions focused on the sizeable increase of the newcomer population in Labrador City and Wabush. These individuals work in the service sector and are either immigrants or temporary foreign workers. Attendees at this workshop felt that many of these individuals have experienced barriers to smooth integration and, in some cases, they are exploited. Given the level of isolation that some experience, individuals in the meeting sensed that many concerns are unreported. In July of 2013, a research team and a community advisory committee were initiated, to spearhead research to explore some of the issues discussed in the workshop.

Links to Government Priorities
This pilot study is significant given the lack of research in the area of settlement and integration knowledge specific to Labrador. This is especially important given the recent influx of newcomers and temporary foreign workers into areas of the province outside St. John’s. This demographic shift of newcomers and temporary foreign workers into parts of the province beyond the capital city correlates with the continuing economic growth and labour shortages in Labrador. In addition, this research supports the provincial government’s policy of encouraging increased immigration and the retention of newcomers. Retention of newcomers in Newfoundland and Labrador is a real concern; Service providers and policy makers need to have a better understanding of their needs. This research will contribute to the knowledge about newcomers’ experiences by recommending how communities and their infrastructures can help make settlement and integration smoother and more successful.

Project Goals and Objectives
This pilot study is aligned with the government’s priorities to support the smooth and equitable integration of newcomers to the province, to aid with retention, which will in turn help to fuel the labour pool and our economic climate. Therefore, the project explored the key factors that impact newcomers and temporary foreign workers in Labrador West, and offers recommendations to help newcomer transition and integration into their communities. The research project also promoted community engagement, collaboration and partnership between the Government of Newfoundland and Labrador’s Office of Public Engagement, Memorial University and the communities in Labrador West, by meeting with and receiving valuable input from community members and members of the Labrador Regional Council.

Literature Review

Newfoundland and Labrador Context
Newfoundland and Labrador is faced with a unique challenge to maintain its population: low birth rate and out-migration, coupled with retired people moving back into the province, has created a situation that requires urgent government attention. The province has one of the most rapidly aging populations in Canada. In 2011, NL had the third-highest number of adults over 65, representing 16% of the population, and is projected to double to 31% by 2036 (Statistics Canada, 2011).
To deal with population concerns, the provincial government created an Office of Immigration and Multiculturalism in tandem with a Policy on Multiculturalism, both of which aim to support Newfoundland and Labrador’s immigration strategy to encourage more immigrants to settle and stay in the province. The objective of the policy is “to celebrate all cultures in recognition that diversity leads to creativity, innovation and economic growth” and “to foster cross-cultural collaboration while working to build a vibrant and dynamic province” (Government of Newfoundland and Labrador, 2008, para 1-3). However, while the Province is able to motivate a small number of newcomers to move here, so far it has only been semi-successful in retaining them.

Newfoundland and Labrador received only a fraction (approximately 2%) of the immigrant population that came to Canada during the 2011 census year (Statistics Canada, 2012). Most of these left the province; Research has suggested that this lack of retention may be due to a lack of community support and infrastructure that would facilitate integration (Gien & Law, 2009). The provincial government recently initiated community consultations to seek input for its Population Growth Strategy. The Strategy aims to cultivate an environment that is healthy and inclusive, and an “economy, culture, communities, and... families” (pp. 2-3) that are stronger and more diverse (Government of Newfoundland, 2013). In its provincial consultation about a population growth strategy, the Government of Newfoundland and Labrador heard that attracting and retaining newcomers to the province are complementary goals, given that individuals are motivated to settle in a place that is likely to offer employment opportunities, good education for their children, cultures similar to their own, perceived inclusiveness of the local communities, and the availability of culturally specific products and entertainment (Government of Newfoundland and Labrador, 2013).

At the same time, the Population Growth Strategy office reported that temporary foreign workers (TFW) who already reside in the province represent a potential pool of permanent residents. As residents in the province, they already have experience with the weather and culture, for example, and have established community connections. Therefore, temporary foreign workers might help the province address immediate labour shortage needs, but also help address longer-term population decline. As noted earlier, however, settlement services are needed to support the retention newcomers. In February 2014, the Immigrant Services Association of Nova Scotia began offering several services to temporary foreign workers and their families province-wide through the addition of settlement and integration counsellors in four rural regions of Nova Scotia (Immigrant Services Association of Nova Scotia, 2014). In Newfoundland and Labrador, however, there are no such services available for temporary foreign workers despite this province having had more temporary foreign workers than Nova Scotia in 2013 (Government of Canada, 2013).

Canadian Temporary Foreign Worker Program
Similar to other countries in the global North, Canada has implemented a temporary foreign worker program to address labour shortages. The Temporary Foreign Worker Program (TFWP) is implemented and administered by Citizenship and Immigration Canada (CIC) and Human Resources and Skills Development Canada (HRSDC). There is a large and increasing body of literature discussing a wide range of issues relating to TFWs. The literature explores community and social cohesion (Foster & Taylor, 2013); TFWs as forms of flexible labour (Fudge & MacPhail, 2009); how
TFWs have become permanent workers (Hennebry, 2012); and policy implications for labour relations (Gross, 2010). The specific health needs of female TFWs are also addressed in the literature. Edmunds, Berman, Basok, Ford-Gilboe and Forchuk (2011), for example, explore the health needs of women in the Canadian Seasonal Agricultural Workers Program, and Gibb (2010) argues that women comprise 40% of TFWs in Canada, and discusses the lack of gender-sensitive approaches to recruitment in the TFWP. Among research and academic sectors, there is also growing public interest. Canadian businesses, both small, medium and large, low-skilled workers in the service industry, and current TFWs are all interested in understanding how the TFWP is implemented and among them, many individuals are especially interested in knowing who benefits and how.

The TFWP in Canada has various streams with differing application requirements for employers, in addition to differences in workers’ qualifications, entitlements and rights. Although TFWs are often considered as merely a temporary solution to short-term labour shortages, research suggests that TFWs have become a permanent part of the Canadian labour force (Byl, 2010; Cundal & Seaman, 2012; Depatie-Pelletier, 2012; Ford-Gilboe & Forchuk, 2011; Foster, 2009; Fudge & MacPhail, 2009; Government of Newfoundland and Labrador, 2013). The Philippines, India and Mexico are three of the fastest-growing source countries for recruiting TFWs to some Canadian provinces (Cundal & Seaman, 2012), but interestingly, there are differences in how the TFWP works across the country, primarily based on regional needs. Newfoundland and Labrador, for example, has different labour needs than Alberta, Quebec or Ontario; therefore each region receives potential TFWs from different source countries.

The top source county for TFWs in Newfoundland and Labrador is the Philippines – many of whom work in the service industry. In 2011, 2,550 TFWs were working in Newfoundland and Labrador (Government of Newfoundland and Labrador, 2013, p. 10). In December 2013, the federal government recorded 1,237 individuals with TFWs in Newfoundland and Labrador (Government of Canada, 2013). In spite, or because, of the increased use of TFWs in Canada, there are tensions associated with the TFWP.

There is growing controversy over the use of low-skilled TFWs in Canada with strong arguments on both sides. One argument suggests that the use of TFWs discriminates against Canadian workers by taking jobs away from Canadians, especially because the cost of hiring TFWs can be significantly lower than that of hiring permanent residents or Canadian citizens (Sweetman and Warman, 2010). There have been reports of Canadian businesses firing, refusing to hire or laying off Canadian residents, and then filling the vacated positions with TFWs who they paid less than the Canadian workers.

Research also suggests that TFWs are prone to employment and humanitarian abuse given their temporary status, precarious working conditions, isolation, lack of support and lack of knowledge about Canadian policies (Cundal & Seaman, 2012; Depatie-Pelletier, 2012; Foster, 2009; Fudge & MacPhail, 2009; Standing Committee on Citizenship and Immigration, 2009). Furthermore, research suggests that they may face inadequate, expensive or overpriced living

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1 The federal government has changed the policy to ensure that TFWs are paid at least minimum wage; before the 2014 changes, however, large businesses that employ skilled workers had been exposed as having fired or laying off Canadian skilled workers and bringing in TFWs to assume those positions. Those TFWs were paid more than the provincial minimum wage, but much less than skilled workers in Canada. See for example McDermott, V. (Oct 8,
accommodations as well as exploitation in overcrowded, unhygienic employer-provided housing. In a case in Labrador West, Jeff and Miriam Staples, the owners of certain locations of Jungle Jim's restaurant, Greco Pizza and Captain Sub franchises, were suspended from using the program after allegations that they “provided false information about the living conditions of more than two dozen foreign workers they were housing” (Mas, 2014, p. 6). Other factors such as language proficiency may contribute to abuse. For example, research suggests that cultural differences in how individuals communicate and learn may also be a challenge to TFWs’ understanding of their legal rights and responsibilities in Canada (Cundal & Seaman, 2012, p. 208), therefore promoting vulnerabilities leading to potential exploitation.

Although there are serious concerns with the TFWP, TFWs do have some degree of support. Employers, to varying degrees, provide support for TFWs in some parts of the province. This support can include city orientation tours, English as a Second Language courses, introduction to realtors and help with other settlement and work-related issues (Government of Newfoundland and Labrador 2013, p. 24). Furthermore, although the TFWP does not promote community integration, Foster and Taylor (2013) found that “most [TFWs] want to stay and their employers usually want to retain them” (p. 168). Notwithstanding these promising potential relationships, TFWs in the province are not adequately supported with settlement and integration services, and that although TFWs have similar needs to those of immigrants and refugees, settlement services are not extended to them. Research suggests that TFWs are among the most vulnerable members of Canada’s workforce (Government of Canada, 2009).

**Changes to the Canadian Temporary Foreign Worker Program**

In 2014, the federal government re-outlined changes to the TFWP; there are two types of TFWs in Canada: one group who needs a Labour Market Impact Assessment (LMIA) and the other that is exempted. The LMIA documents the availability of Canadians residents to do a job or make the case that there is a need for TFWs. The group that is exempted from LMIA now falls under the International Mobility Program (IMP). The following represents a summary of the major changes to the TFW program:

- Employers who hire individuals under the IMP are required to submit their job offers to Citizenship and Immigration Canada before applicants can receive work permits.

- An employer-monitoring system will be implemented among employers who hire LMIA-exempted TFWs.

- Several new fees for LMIA-exempted individual employers’ work permits and for some open work permit applicants will be implemented.

- The proposed salaries of TFWs who are hired as “specialized knowledge” workers will be compared to wages for such positions in Canada.

- Individuals can come to Canada to work as TFWs for a maximum of four years; after the four years has expired, they must wait for another four years to pass before they are eligible to work in Canada as TFWs again (Government of Canada, 2014b).

- The program will be administered based on wages rather than the National Occupation
Employers who have more than 10 TFWs will be subjected to a 10% cap of TFWs in their workforce (Government of Canada, 2015; 2014b).

**Impact of Changes On Newfoundland and Labrador**

The restrictions on low-wage positions will affect Newfoundland and Labrador significantly. For example, the government will refuse applications in certain sectors in geographic areas where unemployment is high, such as the accommodation, food service and retail trade sectors. More importantly, the duration of work permits for low-waged individuals will be reduced from two years to one year and applications that were submitted after June 20, 2014 will no longer be processed.

Many of these changes will significantly impact the entire province: both rural and urban areas. Happy Valley-Goose Bay, for example, is economically strong (Oliver, 2014) and will continue to need the services of TFWs. According to the Canadian Broadcasting Corporation (2015), local businesses in the area are struggling to find employees and the moratorium on TFWs has kept them from finding workers to fill needed positions. These changes will make it much more difficult to hire TFWs; For example, a fee of $230 will be charged per work permit when the work permit is employer-specific and LMIA-exempt. In addition, the LMIA fee will be increased from $275 to $1000 for each TFW position that an employer requests. These prohibitive costs will potentially hurt small businesses. Other changes including additional administration, limitations on contract duration, a wait period of four years for TFWs to be eligible to re-enter the country to work as TFWs and a discontinued acceptance of applications for low-waged individuals, will have a devastating impact on the central Labrador region. The owner of a Jungle Jim's location (who is not implicated in the alleged discriminatory behaviour against TFWs) fears he may need to close his business because of the lack of TFWs to work as cooks (CBC, June 2014). The future of TFWs in the region is unclear. The question remains - how will business owners respond to the labour shortages without the help of TFWs?

**METHODS**

**Research Questions**

RQ1: What are the settlement experiences of newcomers to Labrador West?

RQ2: What organizations are currently assisting with the settlement and integration of newcomers into the region and how are they assisting?

RQ3: What additional services would aid in newcomer settlement and integration into the region?

**Research Design**

The research was designed with two phases: In Phase 1, the method of data collection was expected to be a needs assessment survey consisting of 20 questions ranging from basic demographic questions to more specific ones that sought to collect some baseline understanding of what the existing settlement needs are in Labrador West, the organizations that are currently assisting newcomers, and what form that assistance takes. The aim was to collect this data from 20 - 30 newcomer participants in Labrador West (Wabush and Labrador City). The data from the
survey was expected to inform the development of in-depth interview questions for Phase 2 of the research to be administered to 5 - 7 newcomer and/or temporary foreign worker participants who reside in the region.

**Ethics Approval**
The proposal received full ethics approval from the Memorial University (MUN) Interdisciplinary Committee in Ethics in Human Research (ICHRH) as of February 2014. This included approval of the study proposal, a revised consent form, and study questionnaires. Data collection was conducted from June to end of November 2015.

**Recruitment**
Participants for the research were recruited using purposive and snowball sampling techniques (Marshall, 1996). Due to budget and travel constraints, participant selection was limited to those in the Labrador West region (the communities of Wabush and Labrador City). Our Community Advisory Committee began with Noreen Careen (Labrador West Status of Women Council), Hazel Ouano Alpuerto (Philippine Consul General), Inspector Paula Walsh (Royal Newfoundland Constabulary), and Patsy Ralph (Labrador West Chamber of Commerce) and all agreed to assist the researchers in connecting us with key informants who are newcomers (immigrants, refugees, or temporary foreign workers) in the area. Those key informants were expected to assist the researchers by informing them how they might best recruit participants and by offering a local perspective on the process.

The researchers and two members of the Community Advisory Committee distributed packages about the research project including letters of introduction and project information sheets. These documents introduced the researchers, identified the purpose of the research, described the research conditions and participant selection process, and explained that key informants and participants may be asked if they are able to identify and contact potential participants to mention the research project to them. Finally, the introductory letter also included a link to the anonymous online needs assessment survey.

There were significant challenges with recruiting participants for the online survey. The researchers adhered to the principles of community engagement of the project: they visited the research area, met with community members and members of the Community Advisory Committee, attended community events and visited numerous community agencies to make community connections and engage with the community. In spite of these efforts, the response to the survey was less than expected. Although the survey was posted on the survey site in June 2014 and key informants had assisted with the distribution of information by placing posters and flyers in public and common areas that the potential participants frequented, very few participants attempted or completed the survey by September 2014. Ten participants began the survey, but within a few questions three stopped responding and in the end only four completed the entire survey. The four surveys were insufficient to inform the second phase of the research.

The researchers then consulted with the Community Advisory Committee and one local Filipino community leader. In our conversation with advisory group members, they noted that the majority of newcomers in the area were Filipino, and that their population had been significantly reduced in the area because of the changes to the TFWP; also that many potential participants who remained in the area were either TFWs or permanent residents who were formerly TFWs. In
addition, although the researchers had made contact with some permanent residents of other nationalities in the region, none of them was later available to discuss their potential participation in the research project.

The discussion with the Filipino community leader provided some insights into possible reasons for lack of response to the survey. The individual explained that potential Filipino participants were likely reluctant to complete the online survey because of its impersonal nature and that they preferred to communicate directly with the researchers. In addition, the researchers were advised that many potential participants felt they lacked the needed English language proficiency and that they would be reluctant to engage with online surveys.

Based on the feedback from the Community Advisory Committee members and the community leader, the research methodology was adjusted. The survey was left online so that potential participants could access and complete it if they wanted. However, by the end of the data collection phase, no other individuals had attempted to complete the survey. Meanwhile, in October and November of 2014, the researchers redistributed the research information and call-for-participants to various listservs, community agencies, a business where a key informant was located, and two government agencies. At the end of November 2014, both researchers visited the Labrador West area for a second time. They met with members of the Community Advisory Committee and community members, and were involved in various community engagement activities including an extended visit to the Filipino grocery store, discussions with several community agencies, a visit to the local sports complex to watch community members play basketball, and finally a visit to community members’ home for supper. While at the community grocery store, the researchers held meetings with community leaders and potential participants, to provide additional information about the research and discuss ways in which they could participate.

Data Collection
The research was conducted using a primarily qualitative methods approach to data collection, which was achieved using a 20 question online-survey instrument (see Appendix A) and in-depth semi-structured interviews consisting of 7 questions (see Appendix B). Given the challenges of recruiting participants for the online survey, both survey and interviews were conducted simultaneously. Initially, the research was structured so that neither the Community Advisory Committee nor the key informants would know which individuals agreed to be surveyed and/or interviewed. That remains so for the Community Advisory Committee, that is not the case with one of the key informants. The key informant from the Filipino community was present when individuals agreed to participate in the research, either as survey or interview participants. The researchers attempted to create privacy and confidentiality for participants; however, these individuals -- so important to the success of the project -- wanted to discuss the research in pairs or groups of three or four individuals. While the researchers needed to adhere to the essence of the ethics process, they felt that participants had a right to self-determine how they preferred to participate in the research.

Online Survey
The consent form for the online survey (Appendix C) appeared on the first page that outlined detailed information on what consent means (e.g. how the data will be used and stored, how it is anonymous, etc.). At the bottom of this page there is a phrase that says, “By clicking ‘yes’ you
are making a decision to participate in this study and are indicating that you read the information provided. By clicking ‘yes’, you are not waiving any of your legal rights as a research subject. If you click ‘no’ you will be rerouted away from the questionnaire.” Therefore, only those individuals that clicked “yes” and consented were allowed to proceed and participate in the research. Four participants requested that the researchers help them complete the online survey. The data was collected on an online survey site, was collected and is being stored on secured and password-protected computers.

Semi-Structured Focus Groups and Individual Interviews
Interviews were conducted with a total of 12 participants as follows: five individuals, two focus groups, one consisting of three and another of four individuals. (One focus group recording was unable to be used in the data analysis, but field notes from that conversation compensated where a lack of an audio file was felt.) Each participant signed a consent form (Appendix D) that reiterated the research conditions and required their signature to confirm their voluntary and informed participation. The signed forms were collected at the time of the interview.

Interviews took place in the back of the Filipino grocery store where all participants asked to be interviewed. Each interview lasted between 30 and 60 minutes. The researchers asked the participants if they wanted more privacy during the interview and focus group discussions, but each participant declined moving from the location of the store. Each participant communicated in English. All individual interviews and focus groups were digitally recorded and transcribed verbatim along with the researchers’ field notes. Individual participants are not named in the research project, but instead participants were invited to select their own pseudonym. These names correspond to their real names in a master list. This list, consent forms, and the audiotapes are being retained in secure storage at Memorial University.

Data Analysis
Braun and Clarke’s (2006) approach to thematic analysis was used to analyze the data. For the purposes of this study, thematic analysis is defined as “a method for identifying, analysing, and reporting patterns (themes) within data” (Braun & Clarke, 2006, p. 79). Six analytical steps were adopted: familiarization, initial coding, theme creation, theme review, theme naming and production of the final product. Nearing the end of writing the report, member checking was done to ensure accuracy of interpretation and that ideas and contexts were being documented correctly. Furthermore, members of the advisory committee reviewed the draft report and were offered the opportunity to provide input into the final product. The feedback that was received from member checking supported the interpretation of the data.

Limitations
It appears that this research is the first of its kind in Labrador; therefore it is a important first step in understanding the settlement concerns of newcomers and temporary foreign workers in that area of the province. However, the following limitations need to be kept in mind when the results are used:

- This is a pilot study with a small sample.
- The survey instrument was written in English only and that may have caused a challenge for some TFWs - they may not have understood the questions or been able to express themselves adequately.
Only one national group comprised the sample population and, therefore, these results may not provide adequate insight into the experience of other groups and how they are coping.

The Community Advisory Group was comprised of all people with long established roots in that region of the province and did not reflect the first voice account of TFWs and/or newcomers.

The communities in Labrador West are small and participants may have been cautious about saying too much for fear of being recognized.

The sample was not random and therefore cannot be generalized.

**RESULTS**

**Overview of Participants**

Online Survey: Ten individuals, all of Filipino background, accessed the online survey: seven seemed to have met the selection criteria; five began responding, and four completed the entire survey. Of the five participants, four were male and one female; three were temporary foreign workers and two were permanent residents and they were all employed. Focus groups and individual interviews: A total of 12 individuals participated in this aspect of the research: 5 women and 7 men, all Filipinos. All participants had jobs at the time of the interviews.

**Analysis**

This project sought to better understand the experiences of newcomers and temporary foreign workers in Labrador West and was guided by three primary research questions: What are the settlement experiences of newcomers and temporary foreign workers to Labrador West? What organizations are currently assisting with the settlement and integration of newcomers and temporary foreign workers into the region and how are they assisting? What additional services would aid in newcomer and temporary foreign worker settlement and integration into the region?

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2 Although we collected more demographic information because of the small sample size the researchers opted to not share additional demographic information as it might compromise the anonymity of the participants.
RQ1: What are the settlement experiences of newcomers and temporary foreign workers to Labrador West?

Five major themes emerged out of the findings in response to RQ1 and RQ2: the centrality of employment, positive impressions of Labrador, settlement challenges, looking forward/looking back, and vulnerability. These themes help tell the story of the realities of leaving home for work abroad, its challenges and opportunities.

Centrality of Employment

Newcomers and temporary foreign workers can decide to migrate as a result of many push and pull factors such as political or religious persecution, poverty, war, or the promise of a better life. Without exception all the participants we heard from in this study said that they left home to work in Canada because they thought it would allow them to make money to send to their families in their home country. Keeping this in mind, then, one of the central themes we heard was of the centrality of employment in the lives of the participants.

“The most important thing is a job” -- we heard this phrase countless times from multiple participants. In fact, employment and earning money is so central to these participants’ experience that when we asked if it would have been helpful to get more assistance in preparation for moving to Canada or in their settling after arriving, a couple of participants suggested that they can adapt to anything if the job is there. As Johnny explained, “I’m here to earn the money. Everything is possibly in the Filipino. We are here for money.” Jeb explained that when he arrived with his luggage and had accommodation arranged, nothing remained but to get started in his job: “Canada is already to my luggage; I am already house, I am also ready to...to hard work.”

Since temporary foreign workers’ status in Canada is tied to a specific job, their experience of the place where they have moved can be greatly influenced by their relationship with their employer and/or their employment. Although all the interview questions focused on issues of settling into and/or adapting to Labrador (and did not refer to employment), all our participants talked about their workplaces. A couple of them talked about their employers with fondness. One participant talked about the loyalty he felt for his boss. He said he has found him to be very smart, down to earth, and fair. However, that is not everyone’s experience of their employers. A couple of participants talked about how they had been treated unfairly either by their employers or a co-workers. In those cases the participants were asked to regularly do duties outside of their job description (the basis on which they had been hired) and in one case, the participant had not been allowed to do the duties outlined in her job description. She said that she was later ashamed when after a year of working in this role she could not demonstrate what should have been a routine task. She shared that she had been relegated to cleaning all year; however, she did not say anything because she understands how things are by saying “but you know we just keep our mouth shut because we're not the permanent residents.” This same participant also described not being allowed to have more than two-minute breaks and being regularly screamed at by someone senior to her. As she explained:

3 In the context of the interview it seemed likely that in saying “everything is possibly in the Filipino” Johnny was talking about the flexibility of Filipinos to adapt to almost anything if the jobs exist.
“Well it's hard when you're not yet a permanent resident, right, when you're just a contract worker so all you need is to be good to your employer even if they're not treating you nice, right?...So we don't want to have trouble so we just keeping it in our minds and crying when we got home.”

Both participants who described being mistreated felt that the only way to fix the situation was to see their original contract through to its end and then leave that place of employment. It meant many months of an unhappy employment situation, but they wanted to be fair to their employer. They also felt vulnerable because of their lack of permanent immigration status. Eventually, however, they both left. As Frankie explained: “I choose to be happy, that’s why. That’s why I moved from different jobs. Feeling not so okay there or feel unhappy there...because it feels like you’re not important.” Now both Bertha and Frankie are in jobs that they enjoy.

Settlement Challenges
There are a number of other challenges that participants have faced and/or are facing in their settlement in Labrador West. These include: accommodation, English language proficiency, paperwork, health care, the cold and remote location, cultural differences and adaptation, discrimination, as well as a lack of information on the place before arrival.

Accommodation
Problems around rental housing prices in Labrador West was one of the largest issues raised by participants. Imera indicated that when she arrived in the area, she was shocked to find one-bedroom apartments renting for $3,000 a month. In the end she felt very fortunate when a friend rented her their apartment for just $900. Other friends of hers have had a hard time finding an apartment because the landlords will ask where they work and if they are not working at the mine they will not rent to them because they do not believe they will be able to afford the rent. She complains: “Most of the people here think that people are rich, because they’re working [at the mine].” In the above comments Imera touched on the issues with accommodation that several participants outlined.

English Language Proficiency
The challenge of speaking and learning English was frequently listed as one of the largest challenges that participants faced. Several participants explained that they did not speak fluent English before arriving in Labrador (and in some cases still do not) and they are aware of the challenges that this can present. And as one of them admitted, “communication is the very important. Everywhere part in the world, the first thing is communication.” Not only do newcomers to Labrador West need to know English, but they need to adapt to multiple dialects and accents. There are the obvious Newfoundland and Labrador dialects, but in addition there are many Francophones living, working in and travelling through Labrador West, and some of the participants admitted they sometimes struggle to communicate with them as well. Johnny admitted that this can be very hard on a person:

“But your language is very important. If somebody cannot understand you, they ignore you and then you’re feeling like...you’re feeling like down.”
Participants noted that in their struggle to improve their English they have tried to increase the number of Canadians they talk with, they ask their co-workers if what they are saying is correct, and they consult Google translate.

Having a certain minimal understanding of English is important for navigating regular life in Labrador West, but it can also be essential if one is to be approved as a permanent resident through the Provincial Nominee Program (PNP). As the Office of Immigration and Multiculturalism explains on its website, “semi-skilled and low-skilled workers must include in their Provincial Nominee application test results demonstrating proficiency in English or French.” (Government of Newfoundland and Labrador, n.d.). During one of our trips to Labrador West an individual one of the researchers to ask if we knew of any ways that s/he could improve her/his English skills. On talking to this individual further we learned that s/he had been trying to get the required score on the English proficiency exam for months, an endeavour which has cost her/him thousands of dollars since each of the multiple attempts required her/him to travel a major centre out of province. When we told the individual of some online resources that might help, s/he responded by saying that her/his work schedule is so heavy that s/he does not have a lot of time to study. So, in the cases of individuals such as this individual’s, knowing English may well make the difference between her/his ability to become an immigrant and make a life in Canada, and having to return to the Philippines after her/his temporary contract has expired.

Paperwork

Paperwork can be a big part of a newcomer or temporary foreign worker’s experience in Canada, particularly if the individual wants to apply for permanent residency. Several of our participants talked about the various forms and applications they had to fill out. In addition to the paperwork issue being raised in the surveys and in interviews, we were stopped around town (once while in a line ordering food) by individuals who, hearing that we were visiting from St. John’s and were doing something related to immigration, hoped that we might be able to answer their questions about their paperwork. For example, more than one temporary foreign worker talked about needing help completing Labour Market Opinions (now called Labour Market Impact Assessments). Labour Market Impact Assessments are documents that are meant to be completed by employers to prove there is a need to hire a temporary foreign worker and that no Canadian worker is available to fill the position. Yet some temporary foreign workers are being asked to create their own LMIAs.

Participants and non-participants also approached us asking for assistance with their Provincial Nominee Program (PNP) applications; they asked several questions including: how long could they expect to wait for an answer, could they leave to visit home for the holidays before their application was processed, and so forth. In all the above situations we recommended that they contact the relevant government agency. In the cases where participants’ questions concerned PNP, however, the individuals in question reported not being able to reach anyone in the Office of Immigration and Multiculturalism despite having left messages. Several people mentioned feeling stressed at not being able to locate anyone to answer their questions.

Health Care Worries

Another predominant settlement challenge that emerged from the data was worries about health care issues. Many of these issues could be described as issues that also affect the mainstream population of Labrador West, such as a lack of family doctors and specialists, long waits at
Emergency, and long waits for appointments with doctors and dentists. Other issues, however, might be more prevalent in a newcomer population. In one case, a participant did not understand why local doctors did not prescribe antibiotics as frequently as they do in his home country. In another case, being new to the area, a participant did not feel confident about which type of doctor to see for what ailment. For one participant all these health care worries – particularly the lack of medical specialists in town – have led him to wonder whether this is the best place to bring his family:

“So I’m afraid, you know, sometimes I’m afraid to bring my family here… I feel not secured. When you get sick… Not like in the Philippines we have a lot of specialists there if ever you feel different in your body and in your system, you know. You know where you’re going.”

It appears that concerns around health care accessibility, then, are potentially a retention issue for some participants.

Cold and Remote Location
The people who participated in this study came from a tropical environment and so several of them had never experienced a Canadian winter. They said that they recalled being very excited seeing snow for the first time. After a little time passed, however, the novelty wore off for some. One man told us that, after enjoying the snow in the beginning, he called his mother deep into his first Labrador winter, telling her “snow is good only in the movie not in the real life.”

In advance of arriving all participants noted that they knew that Canada had cold winter weather, but some admitted that they did not really know what that would mean. Many left large cities enjoying 30 degree Celsius weather and arrived in a fairly small town with temperatures of minus 26 to minus 40 degree Celsius. Some participants noted that this extreme shift in environments, both in the size of the town and the weather, came as a shock to them. One of the ways some have responded to this is by building a life that is made up of work and staying at home. As one participant explained “Well it's hard to go out. It's hard to, you know, to mingle with people.” Another added, “Even if you want to go out it's cold. Never mind. Sleep.” One participant, however, told us that she still loves the “White Christmas” snow and she does not mind the weather. The majority of participants reported having a difficult time adjusting to a place with such a long, cold winter and suggested that it hampered their ability to socialize.

Cultural Differences and Adaptation
Participants observed that some of the challenges that they experience with their settlement in Labrador West are the result of cultural communication differences. For example, one woman explained that in the Philippines, a standard way to ask an individual to wait for a second is communicated by pushing out the palm in his or her direction. She learned on arriving to Canada that the motion means “talk to the hand” and that the gesture is offensive in Canada.

Another communication difference that participants have noted is how direct local people can be in their language. Filipinos, one participant asserted, are very careful in the words they choose if they have to say something that might offend the other person: “we think about it before we can say it or we try to innovate another word or another phrase, just for the person not to be
offended.” Her perception is that Canadians’ frankness, or direct language, tells her that they are thinking, “I don't care. I don't really care that you feel like that.” Filipinos, she argued, “tend to choose words carefully. We don't say it frankly.” This lack of hesitation in saying what you feel is a trait that a couple of our participants said they find difficult at times. Not understanding local cultural norms, coupled with a lack of strong English language skills, can lead to a great deal of hesitancy on the part of a newcomer. As Johnny explained: “that’s why I was very careful to my move, especially I’m a stranger here. I’m only a stranger or alien here.”

The great majority of participants, however, talked about the various ways that they have or will adapt to local life and culture in Labrador West. They said that they understand that adaptation and adjustment is a part of living in a new place. That said, the situation could be stressful. That stress, one participant argued, is unavoidable, but, she believes “it phases out. You get adjusted to the situation...Later on it will be okay.”

Lack of Pre-Arrival Information

The results indicated that participants had received and/or accessed very little pre-arrival information. The section that addresses research question two will discuss what information these temporary foreign workers did have before arriving in Canada. The kinds of information they did not have, however, include accurate information on the price of housing, knowledge of the size of the town, and its relative proximity to other parts of Canada. Most of the participants shared that they had not researched Canada or Labrador West in advance of travelling there. As one admitted, “For us Canada is like a paradise...It's like a nice country, you know. And mostly when [we hear about] Canada what we think about, [is] it's snow... Never even Googled it what the place is.”

Frankie, Bertha and Arbie also confessed to not doing their own research before coming. Frankie told us that he knew the place would be cold, but because the place was called Labrador City he thought it meant a large urban centre, what his idea is of a city. When he learned the city was actually, in his words, “a very small community,” he was very surprised. Bertha said that she was surprised by the size of the place; on one of her first days in town her boss brought her to Wal-Mart and she was amazed that everyone knew him: “I didn't know that this place [is] really small and everybody know each other.”

In Arbie’s case, he noted being particularly surprised when he arrived in Canada. His sister lives in Winnipeg and it was she who had helped him to complete his documentation to work in Canada. He explained that when he got a position to work in Labrador City, Canada, he assumed the it would be located near his sister. He explained:

“When I first came here I'm looking for my sister. I don't know even anything about the place here in Canada. So I think I'm lost. I only see all the mountains, trees. So I called to my sister just to make sure that I'm here -- the right place. I said, ‘I'm already here in Labrador,’ and she tells me we are very [far] apart because she lives in [Winnipeg].”

Arbie went on to explain that he had already signed a contract with an employer for two years and he valued the opportunity, so he felt he had no choice but to continue with the position in
Labrador. There are a number of challenges that temporary foreign workers face after their arrival to Labrador West; however, participants also had positive things to say about the area.

**Positive Impression of Labrador West**
Despite all the challenges that participants have and continue to face since arriving in Labrador West they also had positive things to say about the area and the people who live there. Participants spoke of two things consistently that they appreciated about the area: the fresh air and the lack of crime. One participant said: “Yeah and I want to stay here in this country, in this place; not go to another place of Canada, stay here because I like this place. Small town, no crime happen.”

In addition, participants often mentioned how nice and friendly they found the local people. As Arbie explained:

“but I found out that this place is nice place, quiet place, and I said before, people here are very nice people. They are very kind. I don't say anything about the people here in Labrador. They are very, very nice people. They show you how much they care for you...”

Imera and Jeb had worked in other parts of Canada previously; they mentioned that they found the people they had met in Labrador nicer than those they had met elsewhere in the country: “It’s better people, these people,” Jeb said.

**Looking Forward-Looking Back**
As mentioned earlier our participants accepted work positions in Canada in order to be able to better provide for their families and to work on creating a better future for them and their families. What results, interestingly, is a push-pull effect with temporary foreign workers looking forward and planning for what they hope is their eventual futures in Canada, while looking “back” to their home country and the families they miss so much.

**Sacrifice for Future and Family**
The participants noted that they have made tremendous sacrifices to come and work in Canada and mentioned that the most difficult sacrifice is living so far from their families. Many left their partners and children behind without any clear understanding of when they would be seeing them again. Many participants shared that they felt lonely and homesick. In the case of Jeb he said that he was homesick from the day he arrived despite having had experience working in another country in the past. Frankie however said this is his first time working away from home and he talks to his family daily. He still finds it very difficult to be away from his family and being there to protect them. He said that he misses them and he also worries about their safety: “I don’t feel safeness for them because I’m not there beside them, you know. I don’t feel that..I was the one who’ll protect them, but I’m not there.”

Some participants also made financial sacrifices for the opportunity to work in Canada. Arbie explained that he knows people who sold their property to make enough money to pay for the employment agency’s placement fee. The worry is, though, if their work time in Canada is cut short or if their rent is so high that they cannot save money to send home to their families, the sacrifice will have not been worth the risk.
That said, it appears that the participants we spoke to seem to think it has been worth the risk so far. As Arbie explains:

“So we belong to [a] poor country, [the] Philippines. So many Filipinos are trying to work in every other part of the world. Keep their [sacrifices] not for ourselves but for our family in the Philippines. We all know that if you work outside the Philippines or in any part of the world, we can easily save more money, earn more money because we don't get a good job and good pay in the Philippines. And that is why we are all sacrificing our self just to give a better future, the best future in our family in the Philippines.”

Permanent Residency and Family Reunification

As mentioned earlier, all participants in this study arrived in Canada as temporary foreign workers. Some applied to become permanent residents (through programs such as the Provincial Nominee Program—PNP), were successful, and, therefore, are now considered immigrants. Those who are still temporary foreign workers expressed an interest in staying, becoming permanent residents, and bringing their families over. Several were excited to share where they were in the process: just waiting for their papers to arrive, family having their medicals done, waiting for applications to be processed. One man expressed just how blessed he felt to have the opportunity to come to this country. Many Filipinos, he said, apply to work in Canada, but only a few are given the opportunity. He feels honoured that he was selected and he hopes he has “a chance to stay here for the rest of our lives because we believe Canada is one of the best country in the world.”

Vulnerabilities

In our conversations with participants there were two predominant ways that they reported responding to this vulnerability: focus on not wanting to complain about any unfair treatment; feelings of uneasiness with what the future might hold for them. Vulnerabilities are created with the reality that a PNP application requires employer to verify through signature that the applicant has a full-time job offer and that their skill set is needed in the area. As the Office of Immigration and Multiculturalism’s PNP website says “If you lose or quit your job during the nomination process, you may lose your eligibility and your nomination and/or Permanent Residency application may be cancelled.” Consequently, some participants admitted to having issues with employers, but noted: “we've never tried to fight for it, right? Because we were all just afraid and some of our leaders saying that, ‘Oh we're just here in a foreign country, so just think of it, so even [if your employers] treating [you] like that, the main thing is that without them we would not be here.’” So, participants followed the advice of their friends and leaders and kept silent when their rights were violated. They remained with their employers in their jobs, applied for PNP, and then left their positions when they had an opportunity to safely do so. Some said they were told that alerting Citizenship and Immigration Canada about the exploitation, is “just going to be a big problem. So you fight for it, you have to go to the curate⁵, find your lawyer, so it’s just a hassle. We came here for work and we don't want to fight. We're not here to fight. We're here for the living.”

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⁴ http://www.nlppp.ca/skilledworker.html It is worth adding that anecdotally we did learn that in the last couple of years one local employer had called OIM to report that a PNP applicant had left their contract early (although we did not learn of the repercussions).

⁵ This participant uses the word “curate” to refer to legal representation.
Participants said that the changes to the Temporary Foreign Worker Program, and the closing of Wabush Mines in particular, are making people in their community feel very nervous about their future. The effects of these closures are being felt already; for example, temporary foreign workers are being paid their regular salaries as per their contract, but their overall earnings have significantly decreased because they no longer get overtime work. Bertha, for example, has had her hours decreased to sixty hours bi-weekly and as a result, she cannot save money with so few hours: “That pushes me -- eager me to stop [working] there.” It was reported to us that, since the mine closure, three individuals have returned to the Philippines and many are leaving to find better-paying jobs in Alberta. The closing of the mines has resulted in instability for the newcomers and temporary foreign workers in the area and this seems to be a push factor that will determine if they will remain in the area.

There remain those, however, who would like to stay, but do not know if they can. One of the participants, on hearing that the report would be shared with the provincial government made many appeals during his interview for generosity and consideration on the part of the federal government. He has appreciated the opportunities given to him, and others, to work in Canada and he worries that the opportunities may be taken from them:

“So if I have a chance to talk with the immigration officer, we just simply ask for some consideration for those Filipinos which is already here in Canada -- not too many in Labrador, in whole Canada -- is to give them a small or little consideration that we can stay here for a long time or just give us certificate of permanent residency so we can earn more money for our family in the Philippines.”
RQ2: What organizations are currently assisting with the settlement and integration of newcomers and temporary foreign workers into the region, and how are they assisting?

One of the main purposes of this research project was to learn what organizations are currently assisting newcomers and temporary foreign workers in Labrador West and how. We asked our participants about both any pre-arrival services they may have received (before leaving for Labrador) and any assistance they may have received since arriving. Having looked at the data it became obvious that the kinds of assistance participants received were really forms of social support. The participants reported receiving many forms of social support, but not much of that support was from organizations. Many received basic pre-arrival briefings from a government agency in the Philippines, but after arriving in Labrador the assistance that most participants received was either from their employer, their family, and/or the local Filipino community.

Philippine Overseas Employment Administration
The majority of participants told us that they had received some amount of pre-arrival informational support. One of the participants told us that all Filipinos leaving to work abroad have to complete a pre-arrival seminar offered by the Philippine Overseas Employment Administration (POEA). Philippine Overseas Employment Administration is a Department of Labor and Employment agency of the Republic of the Philippines and part of its mandate is to provide such sessions. According to participants’ recollections, the information given at these sessions seems to be scarce and inconsistent. The participants talked about sessions that could be as short as thirty minutes to an hour that covered some of the following topics:

- Canadian culture
- Warnings of homesickness
- Explanations that many Filipinos can find winter very depressing
- Rules and regulations of the country
- How to manage one’s money
- Recommendations on studying English before arrival

One participant, however, said that the only information he had been told about Canada is that it is a cold country. Another said he was told that Canada has a long winter and that the place that he would be going to is isolated. Here there is some indication that information is provided to expectant temporary foreign workers; however, it appears that pre-arrival services are minimal at best.

Other Organizational and Individual Assistance
It is important to note that some participants did mention other organizations and individuals that they felt have helped them adapt to life in Labrador West. The organizations that helped were the Knights of Columbus and the Pentecostal Church. Survey respondents also referred to getting help in settling from people who were neither Labradorians, nor Filipinos. In both cases, participants did not specify any details of the manner in which they got help.

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6 See for example the program description at: http://www.poea.gov.ph It should be noted that a couple of participants referred to getting a certificate, but it appeared that there was only one pre-arrival session.
Finally, there were two participants who each raised sources of support that no one else had described. One man talked about his faith in God and how knowing that God is always there is a source of support for him. Jeb, on the other hand, received significant organizational support when he first arrived to Canada. He initially landed in another province and he was fortunate that his employer linked him with a local multicultural organization. This organization gave him free half-day English lessons for two weeks, introduced him to local Filipinos, and gave him an orientation to Canadian culture and the town he was in. He was the only participant that described having received such services and he was very grateful for having received them.

**Employers and Co-Workers**

Participants’ employers offered them tangible and informational support, particularly during their first weeks in Labrador West. A couple of participants talked about their bosses showing them around town and introducing them to other Filipinos. Some also received assistance finding accommodation another had a boss who picked her up and drove her to work. Other supports people reported getting include: help opening a bank account, applying for a Social Insurance Number card and finding local shops. To a lesser extent participants said that some of their co-workers were helpful, but other than one person’s comment that his co-workers sometimes help him learn how to say things in English, participants did not specify what things co-workers have helped them with.

**Family and Friends Elsewhere in Canada and Abroad**

As mentioned earlier, friends and family who live both in Canada and in the Philippines offer both tangible and intangible support. Participants talked about family members helping them with their paperwork; giving them advice on where to look for work, and also by lending an ear when they need to talk about things. Frankie pointed out that even at such a long distance his family is a great help by remaining an inspiration for him. He took this job half way around the world in order to provide for them, and so knowing they are there and are counting on him helps him remember what is important.

**Local Filipino Community**

The Filipino community in Labrador West is approximately 300 people large and is an invaluable resource for all forms of tangible and intangible support: tangible, informational, emotional, and companionship. When asked which organization helped her adapt to life in Labrador West, one participant said: “up until now it's like Filipino helping Filipino.” Nothing official exists within the Filipino community to provide that support, but people pitch in to help meet the needs of those that are new.

Participants shared that the more established Filipinos help their new compatriots with tangible assistance such as providing winter clothing, food, transportation around town, cheaper rental options within their own houses, and bringing things (e.g. medicine that they cannot get in Canada) from the Philippines when they return from a trip. When there are disasters in their home country (such as the disastrous typhoon that struck the country in the fall of 2013), members of the community will ask each other if they need anything. As Arbie explained it, “we try to share our blessing not only for the helpless but also for those who need our help even in a small way.”
The local Filipino community is also a great source of informational, emotional and companionship support. Filipinos help each other find things around town, navigate government websites, answer questions about cultural differences between the Philippines and Canada, and by offering advice based on their experience. Frankie said of his Filipino friends: “they listen...Whatever was inside me -- feelings, you know?... [I] don’t have family here right? So you don’t know how to take out what you’re feeling [express what you feel]. So some Filipinos listen.” Finally, participants find significant companionship support within their own cultural community. They celebrate holidays such as Philippine Independence Day and Christmas day together as a group. They have also developed a Filipino-Canadian basketball league with a total of nine teams, some teams are made up of locals, others all Filipino and some a mixture of locals and Filipinos. As a part of the community engagement efforts, the researchers participated in two community events: attendance at the Philippine Independence Day celebration watching a basketball game hosted by the Filipino-Canadian basketball league.

Of all the ways Filipinos can socialize as a community within Labrador West, however, there is one thing that rises above the rest in terms of its importance: POGI Oriental Goods Store. German Moreno opened POGI in 2011 and since then it has become the community’s centre. As one participant said jokingly “This Filipino store, this is usually the focal point where we meet other Filipinos and we get a lot of [cheap chats] here in this weird place...it serves as our community venue.” POGI serves as a hub for connecting with other Filipinos, but it also offers people the opportunity to purchase cultural foods they miss and cannot get anywhere in Labrador. In addition, important services such as the shipping of balikbayan (very large care packages) back to the Philippines are offered at the store. In the few hours we spent in the store it was obvious just how important the store was for Labrador West and beyond.

**Independent Work**

When we asked if any organizations had assisted them in their settlement in Labrador West, a couple of participants pointed out that much of their settlement had been very independent. As Bertha explained “No. It's that we adapt ourselves. We were left by ourselves. We just learn by ourselves.” When she was asked for clarification on whether any organizations helped in this process she said she did not think so, but confessed that she does not have a lot of free time outside of work, so perhaps there are organizations out there, but that she does not know they exist.

In the case of applying for permanent residency, one participant pointed out that his employer needs to sign off on that application, but otherwise all his paperwork was done entirely independently. For Frankie, it was important that he do all the research about PNP himself because he needed to be sure that everything he was being told was accurate: “So it’s better to trust yourself. You need to learn, do something for yourself and for your family. That’s what I did.”

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7 In the Filipino language, Tagalog, the term “pogi” refers to a handsome man.
8 One time we were in the store we met a Filipina who had driven all the way from Happy Valley-Goose Bay to get some Filipino groceries.
**Need for Assistance**

While participants did not complain about a lack of programs and services, several did admit that settlement and/or integration support would be useful. They spoke of an interest in having advisors, consultants and/or multicultural organisations that would help them with:

- Sorting through employment and paperwork issues
- Getting to know the community and surroundings
- Learning English
- Filling out forms and getting documents
- Introducing them to local activities such as fishing and spending time in parks
- Social integration with the local community

The challenges inherent in adjusting to a new community was made more visible when participants admitted to being daunted by the task of going to the WalMart for the first time or filling out application forms for SIN cards. When individuals are launched into a vastly different culture and environment than their own and their first language is not English, in an English speaking area, even the simplest tasks can seem difficult, particularly when they first arrive. As a result, there exists substantial areas where community organizations and governments might better address the settlement and integration needs of newcomers and temporary foreign workers in Labrador West.
RQ3: What additional services would aid in newcomer and temporary foreign worker settlement and integration into the region?

Participants were reluctant to make specific recommendations; they were keen to show appreciation for the opportunities that they received in working in Labrador West and are cognizant of the need to say the right thing and not “rock the boat” for fear of being misunderstood. Participants discussed the weather, cost of housing and help with general things but most did not provide any significant suggestions or recommendations to make their settlement better. They recognize that the weather and cost of housing cannot be changed and were therefore comfortable in sharing these things. Participants suggested the following:

- A multiculturalism organization to help introduce newcomers to the area.
- Access to English language classes.
- More access to someone who could respond to questions about paperwork.
- Someone to help with completing paperwork (e.g. immigration application).
- Organization to assist with completing forms (e.g. Social Insurance Number card).
- More response to questions about the status of PNP applications.
- Better access to doctors and more available specialists.
- Less wait times for medical and dental care.
- Modernize the hospital and have more doctors.
- Provide orientation to the health care system.
- Have more health care services.
- Government organization to provide orientation about the community.
- Housing group to help newcomers understand housing regulations, information about charges for accommodation and other housing-related policies.
- Public transportation.
- More choice of foods.
- Cheaper transportation cost to get home.
- Translation services.
- Help to find jobs.
- Satellite office of the Philippines Consulate (e.g. help with getting passports).

RECOMMENDATIONS

In recent years Newfoundland and Labrador has given significant attention to the recruitment and retention of immigrants to the province. For example, as noted earlier, the province has a formalized immigration strategy. In addition, the province province has dedicated a website to encouraging individuals to immigrate to the province as students or workers. The website lists various resources and government offices that presumably are able to provide additional information to individuals. This has happened concurrently with the increase in employers’ use of temporary foreign workers (TFW) with their numbers more than doubling in the province from 2008 to 2013 (Government of Canada, 2013). Yet the province does not have organizations

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9 See for example the following Government of Newfoundland and Labrador website: http://www.nlmigration.ca/en/live.aspx
mandated with servicing the needs of TFWs and there is no immigrant settlement organization with offices outside of St. John’s. Findings in this study, however, corroborate the literature about the needs, experiences and vulnerabilities of TFWs.

Reflecting on the research purpose and based on the feedback from the advisory group, key informants, field notes and the findings, a number of short and long-term recommendations are made. Some of these recommendations are not new, the Standing Committee on Citizenship and Immigration (2009) have already identified many recommendations to help protect TFWs and those will not be reiterated here. However, as researchers privy to the special context of the province, we provide additional recommendations that are unique to Labrador West.

The following recommendations are made to the Province of Newfoundland and Labrador to help actions to address some of the issues unearthed in this study:

**Short Term**

- That the Labour Relations Agency develop a relationship with newcomers and temporary foreign workers in Labrador West, in order to foster trust and to explore tangible ways that the Agency might help ensure that all workers understand their rights and feel comfortable seeking advice and support.

- That there be an exploration of how communication can be improved between the Office of Immigration and Multiculturalism’s Provincial Nominee Program (PNP) and PNP applicants so that their questions may be answered in a timely fashion.

- That Service Newfoundland and Labrador reach out to the newcomer and temporary foreign worker population in Labrador West to explore how they might better educate the community on tenancy and employment rights. A representative of Service NL should travel to Labrador West to learn about the local issues and present and discuss the province’s residential tenancies regulations.

- That organizations in Labrador West that are already assisting newcomers and temporary foreign workers (such as churches and the Filipino Association) be provided capacity to formalize work that is already being done. This should be done with the recognition that partnerships across organizations and cultures can reach a broader audience, and that there is strength in building on the knowledge, networks, and experiences of both those that are new and those that are established in the community.

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10 The Association for New Canadians is the only federally-funded immigrant settlement organization in the province and it does very important work. Its offices are in St. John’s, however, and although it offers some services via distance, the vast majority of its services are available only to those living in and around the capital city region.
Longer Term

- That community sessions be organized in Labrador West to explore the experience of employers who hired TFWs and the workers themselves. This discussion could help start an open dialogue on the benefits and challenges of this kind of employment arrangement. It could also serve as an important educative tool for the broader public whose knowledge of both the employer and temporary foreign worker’s experience may be minimal.

- That the Department of Advanced Education and Skills explore a mandate for an expansion of the provision of funding, so that services for immigrants and temporary foreign workers can be provided by local organizations in communities such as those in Labrador West. These services should include:
  - Needs assessment
  - Orientation on arrival (banking, medical services, shopping, appropriate clothing, the law, landlord tenancy regulations, cultural differences, etc.)
  - English language classes
  - Introduction to local life, activities, social networks
  - One-on-one counselling
  - Foreign credential recognition and employment counselling
  - Information on labour standards, employment and human rights
  - Referrals to other government services
  - Access to translation services
  - Information on immigrating to NL
REFERENCES


Gien, L., & Law, R. (2009). *Attracting and retaining immigrants to Newfoundland and Labrador: Voices from the newcomers and international students*. St. John’s, NL: Harris Centre, Memorial University.


APPENDICES

Appendix A: Anonymous Online Needs Assessment Survey

We are interested in hearing about the settlement experiences of immigrant, refugee, and temporary foreign worker for this research. If you identify as one of the above, please continue to the survey, if not, please exit from the survey.

1. Choose which of the following best describes your immigration status: immigrant, refugee, temporary foreign worker or other please specify?

A disqualification signal is embedded in the survey which ends it if the participant falls outside the selection criterion or do not agree with the consent.

2. How do you identify your gender? (Please specify)
3. Which country are you from? (Please specify)
4. Choose which of the following best describes your immigration status: permanent resident, immigrant, refugee, temporary foreign worker or other please specify?
5. What is the highest level of education you have completed?
6. Which of the following categories best describes your employment status?
7. Which industry below describes your area of work?
8. How long have you worked at your current place of work?
9. How long have you been in Labrador?
10. How long have you been in Canada?
11. Do you currently have family in Labrador with you?
12. Do you own or rent your own home?
13. What have been some of the challenges to you settling into this area? Please specify.
14. Have you had help through any of the following services in your community?
15. Which of the below services do you not have help with?
16. Which of the below services do you think would be the most helpful? (please choose your top three)
17. Have you had organizations or individuals help you with your settling in to the area? (yes or no)
18. If yes, which organizations have helped you settle in to the area? Please specify.
19. If individuals helped you with your settling in which kinds of people were they? Please specify. (such as neighbours, people who work at local organizations, etc.)
20. What other things do you think would be helpful for newcomers to this area? Please specify.
Appendix B: Interview Questions

- Did you have a pre-arrival session before you left your country for Canada? If so, what did it cover?

- What are the things that helped you prepare to come here before you left your country?

- What other things would have been useful to know or have?

- How has (or how did) your settlement into life in Labrador go?

- Who has helped you in your settling in to life in Labrador West? (Individuals, organizations, etc)

- Have there been any organizations or people that have helped you learn how to live in this community?

- What other things would help people new to Labrador settle or adapt to this new place?
Appendix C: ICEHR Consent Form (online survey)

Interdisciplinary Committee on Ethics in Human Research [ICEHR]

Research Project: Settlement Opportunities for Newcomers in Labrador: What are the Gaps in Services?

Co-Researchers:
Dr. Willow J. Anderson, Communication Studies, Memorial University of Newfoundland.
Contact information: Telephone (709) 770-1432, email: wanderson@mun.ca

Dr. Delores V. Mullings, School of Social Work, Memorial University of Newfoundland.
Contact information: Telephone (709) 864-3419, email: dmulings@mun.ca

You are being asked to take part in a research project called “Settlement Opportunities for Newcomers in Labrador: What are the Gaps in Services?”

This form is part of the process of informed consent. It should give you the basic idea of what the research is about and what you will do as you take part in the research project. Please take the time to read this (and any other information that you receive from the researcher) and if you would like more detail or if you have any questions please feel free to ask.

You are being asked to complete an online survey that will take about 20 minutes to finish. It is entirely up to you if you want to take part in this research. Your participation is voluntary. If you choose not to take part in the research there will be no negative consequences for you, now or in the future. At any time in the study, you may refuse to answer any question or stop participation altogether. If you want you can close the survey without submitting it. However, once you submit your survey you cannot withdraw from the research because we will not know which survey is yours and we will have no way to find out.

Purpose of study: This research looks at the gaps in services that are supposed to help people who are new to the province (immigrants, refugees, or temporary foreign workers) and especially those living in rural areas.

Possible Benefits. The possible benefits of you participating in this study include:

- Your ideas may influence government policy and settlement services that could help newcomers settle more smoothly into their new communities
- You may feel a sense of relief and comfort talking about your experience
- You will receive a copy of our final report
- You will know that you help people to better understand how people try to make a life in their new home in Labrador.
Possible risks
The possible risks of you participating us in this study include:

- You may become sad talking about your experience of being new in the province. If you feel upset, please contact the Multicultural Women's Association of Newfoundland and Labrador (709-726-0321) or the Association for New Canadians (709-722-2828). These places have staff members and programs that work with new people to the province.
- Since Labrador communities are relatively small, there is a risk that when hearing about the results of the study community members may try to determine who they think talked to the researchers. This could include employers. If they connect negative comments to you they might discriminate against you in the future. However, we will conduct the research in full compliance of Memorial University's ethics policy and will do our best to ensure that your information is kept confidential and your privacy protected.

What Will Happen After You Submit Your Survey

- When the surveys are finished, they will be securely stored on a private website and private computers with passwords that only the researcher and research assistants will know.
- The information that we get will be kept for at least 5 years, which is what Memorial University's policy on Integrity in Scholarly Research is.
- Only the researcher, research assistants, and transcribers will be able to see the finished surveys. All of us have to follow Memorial University’s standards about how to keep information about people who participate in research confidential and anonymous.
- The results from this research project will be published in a report for the Office of Public Engagement of the Province of Newfoundland and Labrador, presented in short form at conferences and published in academic journals. Information from the surveys will be included in these publications and presentations.
- The survey is anonymous, but if, by mistake, you include your name, where you work, the name of your employer, a community landmark, a family pet’s name or anything that might identify you, it will be removed to help protect your identity.
- Once you submit the survey, your information cannot be removed because it is anonymous and your survey cannot be linked to your name or identity.
- We are using an American website to put our survey on. SurveyMonkey points out the following: “The on-line survey company, SurveyMonkey, is hosting this survey and is located in the United States and as such is subject to U.S. laws. The US Patriot Act allows authorities access to the records of Internet service providers.) Anonymity and confidentiality, therefore, cannot be guaranteed. If you choose to participate in this survey, you understand that your responses to the survey questions will be stored and accessed in the USA. The security and privacy policy for the web survey company can be found at the following link: (e.g. http://www.SurveyMonkey.com/monkey_privacy.aspx).”

The proposal for this research has been reviewed by the Interdisciplinary Committee on Ethics in Human Research and found to be in compliance with Memorial University’s ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861.
Agreement:
By checking the “I AGREE” box below you tell us that you have read the information in this agreement, that you are making a decision to take part in this study and are saying that you have read the information provided. By clicking “I AGREE,” you are not waiving any of your legal rights as someone who participates in a research project. Please print this screen for a copy of this consent agreement.

If you have questions before completing the survey please contact Delores Mullings or Willow Anderson at the phone or email noted above.

If you click ‘I DO NOT AGREE’ you will be rerouted away from the questionnaire.

- I agree to participate in the research project; I understand both the risks and positive things about me taking part, that I am volunteering to be in the study, that I am giving my consent by submitting the survey, and that I may end my participation by not submitting the survey.

- I do not agree.
Appendix D: Informed Consent Form (interview)

Interdisciplinary Committee on Ethics in Human Research [ICEHR]

Research Project: You are invited to take part in a research project entitled “Settlement Opportunities for Newcomers in Labrador: What are the Gaps in Services?"

Purpose of study: This research explores the gaps in settlement services for people who are newcomers (immigrants, refugees, or temporary foreign workers) to the province and especially those living in rural areas.

Co-Researchers:
Dr. Willow J. Anderson, Communication Studies, Memorial University of Newfoundland, Telephone (709) 770-1432, email: wanderson@mun.ca

Dr. Delores V. Mullings, School of Social Work, Memorial University of Newfoundland. Contact information: Telephone (709) 864-3419, email: dmullings@mun.ca

Information about Consent: This form is part of the process of informed consent. It should give you the basic idea of what the research is about and what your participation will involve. Please take the time you need to read and understand this and if you would like more detail or if you have any questions please feel free to ask.

Possible Benefits. The possible benefits of you participating us in this study include:
- Your ideas may influence government policy and settlement services that could help newcomers settle more smoothly into their new communities
- You may feel a sense of relief and comfort talking about your experience
- You will receive a copy of our final report
- You will know that you contributed to a better understanding of settlement and integration in Labrador

Possible risks
The possible risks of you participating us in this study include:
- You may become sad talking about your experience of being a newcomer. If you feel upset, please contact the Multicultural Women's Association of Newfoundland and Labrador (709-726-0321) or the Association for New Canadians (709-722-2828). These organizations have staff members and support programs that work with newcomers.
- Since Labrador communities are small, there is a risk that when hearing about the results of the study community members may try to figure out who they think talked to the researchers. This could include employers. If they connect negative comments to you they might discriminate against you in the future. However, we will conduct the research in full compliance of Memorial University's ethics policy and will do our best to ensure that your information is kept confidential and your privacy protected.
I have agreed to participate in a one-hour interview on my own, or with a person of my choice present, with one of the above researchers to discuss my experience as a new person in the province.
Yes □ No □

I understand that the interview will be audio tape-recorded.
Yes □ No □

I understand that I may ask any questions that I have now or in the future about the study.
Yes □ No □

Questions that I have about the study have been answered to my satisfaction
Yes □ No □

I understand that I may refuse to answer any question that I am asked and my leave the interview at anytime without consequences.
Yes □ No □

I understand that I am volunteering to take part in the study and I may contact the researchers and ask to stop taking part in the research at anytime and I will not experience any negative response. Once I stop taking part in the research, my information will be destroyed immediately.
Yes □ No □

I have been assured that my real name will be removed from the transcripts and that I will choose or be given a pseudonym (a name different from my own) to help make sure my information is kept confidential. If, by mistake, I include my name, where I work, the name of my employer, or other things that may identify me in my responses, I know it will be removed to help protect my identity.
Yes □ No □

I understand that only the researchers, the research assistants, and the transcribers will have access to the master list, audio recorded tapes and transcripts and that they must follow Memorial University’s standards about keeping the information of people who take part in research confidential.
Yes □ No □

I understand that tapes will be securely held for at least five years (as per Memorial University policy on Integrity in Scholarly Research) and after that time they will be destroyed.
Yes □ No □

I understand that the only time confidentiality can be broken is if I tell the researcher information that makes it sound as if I, or someone else, is at risk of being hurt.
Yes □ No □
I understand that the number of people in this research is small and that there is a chance that individuals may recognize the information that I share.
Yes □ No □

I understand that the results of this research project will be published in a report for the Office of Public Engagement of the Province of Newfoundland and Labrador, presented in summary form at conferences and published in academic journals. Information from the interviews will be included in these publications and presentations.
Yes □ No □

I understand that this study has been approved by the Interdisciplinary Committee on Ethics in Human Research at Memorial University of Newfoundland.
Yes □ No □

Although I am happy to participate in this study, I do not give my permission for you to use direct quotes from me.
Yes □ No □

I hereby consent to participate in the study.

_______________________________     __________________________          _______
Name of Participant (please print)                 Signature of Participant                   Date

Please note: If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861.